



**State of Louisiana**  
Department of Health and Hospitals  
Office of Aging and Adult Services

**MEMORANDUM**

**OAAS-P-09-015**

**TO:** Direct Service Provider Agencies of Long Term-Personal Care Services (LT-PCS) and Elderly and Disabled Adult (EDA) Waiver Companion Services (CS)

**FROM:** Rick Henley *RH*  
Division Director, Policy and Program Implementation  
Office of Aging and Adult Services (OAAS)

**SUBJECT:** Minimum Requirements for LT-PCS and EDA-CS  
Direct Service Case Record Documentation

**DATE:** June 19, 2009

The following is updated information regarding the minimum requirements for documentation of activities during delivery of OAAS administered programs of Long Term-Personal Care Services (LT-PCS) and Elderly and Disabled Adult (EDA) Waiver Companion Services (CS).

**Documentation Requirements for LT-PCS and EDA-CS**

- It is the responsibility of the direct service provider agency to adequately document services provided to LT-PCS and EDA Waiver participants. The primary purposes of this documentation are to facilitate continuity of care/support for the individual, to document progress toward identified outcomes, and to document the individual's response to services received. This documentation is an on-going record of activities undertaken on behalf of the participant.
- The approved OAAS Service Log entitled *Log of Weekly Services / Supports & Daily Progress Notes for LT-PCS and EDA-CS - Single Employee* (OAAS-PF-09-002) shall be used to document the provision of LT-PCS and/ or EDA-CS.
- Service logs must support the provision of services billed by clearly identifying the tasks performed. The direct service worker must initial on the service log next to each task performed.
- The schedule for documentation requirements differ, based on each program. Please refer to the "Schedule of Documentation for Direct Service Providers" table for the documentation schedule for each program.

- Timesheets are required to substantiate billing. If a direct service worker is providing both EDA-CS and LT-PCS to the same recipient, a single time sheet reflecting the hours worked is acceptable. The service log is not to be used as a substitute for the required time sheet.
- Written comments shall be made to indicate why a particular LT-PCS or EDA-CS activity or service was not provided, or why a service or activity differed from the Plan of Care.  
 Note: The “Daily Services Supports Descriptions, Comments, and Progress Notes” section on the second page of the OAAS service log, OAAS-PF-09-002 is to be used for this documentation. Substitutions for planned activities should be documented; *i.e.*, if the participant needed accompaniment to a doctor visit, units of PCS may be substituted for another PCS task. The Plan of Care should indicate that occasional physician visits would be needed. Activities involved in performing Companion Services should be documented on the 2<sup>nd</sup> page.
- All notes, summaries and service log entries in a participant’s record shall include:
  1. Printed name of author/person making entry
  2. Signature of author/person making entry
  3. Job title of person making entry
  4. Full date (month, day, and year) of documentation
  5. Signature or initials indicating review by supervisor if required
  6. Hand written entries must be in ink and legible.
  7. Narrative documentation indicating type of service rendered must reflect adherence to program service definitions and to the individual’s approved plan of care.

### **Additional Documentation Requirements for EDA-CS**

- A daily progress note is required and shall be documented in the section of the OAAS service log entitled “Daily Services/Supports Descriptions, Comments, and Progress Notes”. These entries must be made in a narrative form and must provide detailed descriptions of activities. They must not be so general that a complete picture of the services, response to the services, and progress cannot be drawn from the content of the note. General terms such as “supported participant” or “assisted participant” are not sufficient and do not reflect adequate detailed content. This section of the service log is also to be used by the direct service worker to indicate why a particular activity or service was not provided, or differed from the Plan of Care.
- A progress summary is required. It shall include a summary of all activities for a specified period and must address significant activities, progress/lack of progress toward desired outcomes and changes that may impact the participant’s care as noted in the Plan of Care (POC). It must address the specific needs of the individual. This summary shall include sufficient detail and explanation so that a person reviewing the summary can determine the appropriateness of services as documented in the participant’s current POC. It must also be clear enough to provide information and detail for use by direct support staff

and their supervisors in the delivery and evaluation of services provided, and to allow for evaluation of activities by program monitors.

- A discharge summary for transfers and closures is required for all transfers/closures and shall include a detailed summary of progress prior to final closure and shall be written in narrative format.

**NOTE:** There are no additional documentation requirements for LT-PCS.

<b>SCHEDULE OF DOCUMENTATION for DIRECT SERVICE PROVIDERS OF OAAS PROGRAMS</b>		
<b>REQUIRED DOCUMENTATION</b>	<b>PROGRAM</b>	
	<b>EDA</b> Elderly & Disabled Adult Waiver	<b>LT-PCS</b> Long Term -Personal Care Services
<b>PAYROLL /TIME SHEET</b>	YES to reflect hours worked	YES to reflect hours worked
<b>SERVICE LOG *</b>	YES after each activity has been performed and/or supports have been provided	Yes after each activity has been performed and/or supports have been provided
<b>DAILY PROGRESS NOTES *</b>	YES to reflect all activities performed and supports provided	N.A.
<b>COMMENTS RE: DEVIATION FROM POC</b>	YES as applicable	YES as applicable
<b>PROGRESS SUMMARY *</b>	YES at least every quarter	N.A.
<b>DISCHARGE SUMMARY FOR CLOSURE / TRANSFER *</b>	Within 14 days of discharge	N.A.

\* See program manual for specific documentation requirements.